

**Iowa Department of Human Services
CHILD CARE CENTER COMPLAINT**

Name of Center: A to Z Learning Center and Daycare		Enrollment: 133	License ID: 4107000021
Street: 307 E Donald Street	City: Waterloo	IA Zip Code: 50703	County: Black Hawk
Mailing Address: 4828 University Avenue			
Mailing City: Cedar Falls		IA Zip Code: 50613	
Director's Name: Chris York		Center Phone Number: 319-232-4325	
On-Site Supervisors: Meggan Kopsa		E-Mail Address: atoz307@hotmail.com	

Date of Complaint: 7/8/2014

Date of Visit: 7/23/2014

☐ Scheduled ☒ Unannounced ☐ NA

☐ Non-Compliance with Regulations Found ☒ Compliance with Regulations Found ☐ NA

RECOMMENDATION FOR LICENSE

[X] NO CHANGES to licensing status recommended

[] **PROVISIONAL** license from _____ to _____

[] SUSPENSION of License

[] **REVOCATION of License**

Summary of Complaint:

On 07/08/14 a report was received with an allegation against A to Z Learning Center & Day Care on Donald Street in Waterloo. It is reported that on 07/08/14 around 8:00 am a staff member grabbed a four or five-year-old boy by the throat.

It should be noted that I was on vacation from July 7th through July 18th so I did not received this complaint until 07/21/14.

Licensing Rules Relevant to the Complaint:

109.12(2)a-d. Discipline does not allow for corporal punishment; punishment that causes humiliation, fear, pain or discomfort

Inspection Findings:

On 07/23/14 I made an unannounced visit to A to Z Learning Center & Day Care on Donald Street in Waterloo. Meggan Kopsa, the on-site supervisor, and Lexi Gillespie, who is in charge when Ms. Kopsa is away from the center, were not available.

On 07/29/14 I made a phone contact with Meggan Kopsa, the on-site supervisor. She was not available. I left her a message informing her of the reported concern and told her I would attempt to contact her later in the day.

I later received a phone call from Ms. Kopsa to discuss the concerns. Ms. Kopsa states she has spoken with all the staff members who work with children approximately four and five-years-old and no one is aware of the reported concern. Ms. Kopsa states she was at the center at 8:00 am and she would have been with that age group of children and nothing occurred. She reports no one came to her and reported concerns. No one has reported any concerns to any of the other staff members as well.

Ms. Kopsa states she also spoke with Chris York, the executive director of the A to Z Learning Center and Day Care programs to see if anyone contacted her with concerns and they had not.

Special Notes and Action Required:

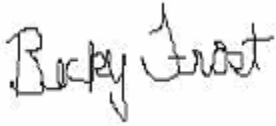
109.12(2)a-d. Discipline does not allow for corporal punishment; punishment that causes humiliation, fear, pain or discomfort NOT VIOLATED. The information provided is very vague and this is a large center with several staff members. There is no way to pinpoint which child or which staff member may have been involved in the alleged incident, if it occurred at all. At this time, there is no evidence to support the allegation.

At this time, the status of the center's license is unchanged. If you would like to respond to this report, please do so in writing and I will include the information in the licensing file.

Consultant's Signature:

Date:

07/30/2014

A handwritten signature in black ink that reads "Ricky Frost". The signature is written in a cursive, slightly slanted style.